



# Haryana Government Gazette

## EXTRAORDINARY

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### HARYANA GOVERNMENT

#### ADMINISTRATIVE REFORMS DEPARTMENT

#### Notification

The 4th January, 2017

**No. 4/30/2017-RU.**—In order to enhance the quality and ease of access of all citizens to various development programs, services and schemes of the State Government and to make the delivery of services harassment and corruption free, the Governor of Haryana is pleased to set up Haryana Governance Reforms Authority (HGRA). The mandate of HGRA would be:-

**1. To suggest changes in:**

- (i) The processes, procedures, rules, regulations, design of various public services, social and economic programs and social security schemes to improve their delivery and to ensure that the disadvantaged, marginalized and deprived sections of society are able to access these in a dignified manner.
- (ii) The institutional arrangements of the State Government, Urban Local Bodies and Panchayati Raj Institutions required to deliver services to citizens.
- (iii) The dispute resolution mechanisms to ensure active engagement of expert citizens.

**2. To make recommendations for:**

- (i) Improving health, literacy, social development indicators of gender, caste and other dis-advantaged groups.
- (ii) Strengthening citizenship rights in provisioning and use of police services.
- (iii) Enhancing convergence of e-governance with citizen's engagement in administration.
- (iv) Improving the grievance Redressal mechanism and ensuring accountability of service providers.
- (v) New modalities for skill up gradation, training and Redressal of grievances of service providers.

**3. The Authority will generally be guided in its deliberations by the following:**

- (a) Evolve measures that reduce delays and ensure promptness in delivery of services and to suggest progressive interventions to make administration more accessible and outcome oriented. These interventions will include: process simplification; flexibility to implementing agencies; delivery systems customized to local needs; strengthening citizen-centric decision-making; facilitating

- accessibility of user groups to decision-making processes; augmenting facilities for submission and Redressal of grievance and feedback mechanisms.
- (b) setting up consultative mechanisms for receiving suggestions, ensuring freedom of information; and encouraging transparency.
  - (c) Optimization of existing human and financial resources and evolving equity based sustainable models for public agencies to deliver services.
  - (d) Reducing the overlap of responsibilities of public agencies in provisioning of services, scheme and programs and making suggestions that improve and streamline coordination between various public agencies.
  - (e) Examining the role of the third tier of Government to improve implementation, execution and supervision of public programs, scheme and services. In making these suggestions the capacity of PRIs and ULBs will be kept in mind.
  - (f) Monitoring and evaluation of the implementation of such reform initiatives taken up on the recommendations of the Authority or otherwise and make suggestions to the Government as considered necessary including mid course corrections.

#### **4. Submission of periodic reports and action taken reports**

To ensure speedy implementation of its recommendations, the Authority shall submit periodic reports to and have consultations with an Empowered Committee to be separately set up by the Government of Haryana under the chairmanship of Chief Secretary. The Empowered Committee will also monitor implementation of the recommendations of the Authority and will submit Action Taken Reports to the Government and the Authority within a stipulated time. The Authority will submit any further report only after receiving ATR from the Empowered Committee on its previous reports.

#### **5. Governance Structure:**

##### **Initial Composition:**

##### **Chairperson**

Prof. Pramod Kumar, Director, Institute for Development and Communication (IDC), Chandigarh.

##### **Vice –Chairpersons**

1. Retired Justice B.B. Parsoon.
2. Mr. P.K. Chaudhery, IAS (Retd.), Former Chief Secretary, Government of Haryana, House No. 220/18, Chandigarh.

##### **Members**

1. Prof. K.K. Talwar, Former Director, PGIMER, Chandigarh and Former Chairperson, Medical Council of India.
2. Mr. Harbhajan Singh, IAS (Retd.)
3. Mr. S.K. Sharma, IPS (Retd.), Former DGP
4. Dr. Rainuka Dagar, Director (Research) – Gender Studies, Institute for Development and Communication (IDC).

##### **Official Members**

1. Sh. Rajesh Khullar, IAS, Principal Secretary to Chief Minister, Haryana.
2. Sh. Neeraj Daftuar, OSD to Chief Minister, Haryana.

#### **6. Terms and conditions of the Chairperson, Vice-Chairpersons and Members of the authority:**

- a. Honorarium per sitting of Rs. 2,000/- will be admissible to the Chairperson, Vice-Chairpersons and Members.
- b. The Chairperson, the Vice-Chairpersons and the members will not be provided with any perks like housing, car etc.
- c. The Chairperson, the Vice-Chairpersons and the members of the Authority shall be free to visit any part of the State or any other State in India and shall be entitled for TA/DA as per the relevant norms applied to the Chairperson and members of Right to Service Commission.
- d. The Authority shall be provided an office premises and budget to function as per its mandate.
- e. The tenure of Authority would be for five years from the date of notification.

- f. The Chairperson and the Vice-Chairpersons shall enjoy the same status as of the Chief Commissioner of the Right to Service Commission for protocol and other related purposes.

**7. Constitution of task Groups**

The Authority shall be assisted by Task Groups which it may set up for specific areas, sectors and issues.

**8. Appointment of Experts and Consultants**

The Authority may also appoint such temporary staff, experts, Consultants and research assistants on terms to be fixed by the Authority, as it may deem necessary. The Authority will evolve its own procedures, short duration engagement of human resource and systems for identifying the key result areas and developing its recommendations.

**9. Secretariat and infrastructure support to the HGRA:**

One of the objectives of HGRA being “Enhancing convergence of e-governance with citizen’s engagement in administration” the Secretariat and infrastructural support including office space/ I.T. equipment etc. shall be provided to HGRA by Information Electronic & Technology Department. Expenditure to be incurred on staff and other expenditure of the HGRA shall also be borne by the I.T. Department.

This issues with approval of Hon’ble Chief Minister in anticipation of the approval of the Finance Department and the Council of Ministers.

D. S. DHESI,  
Chief Secretary to Government Haryana.